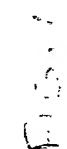


002-10
002-20
As Filed



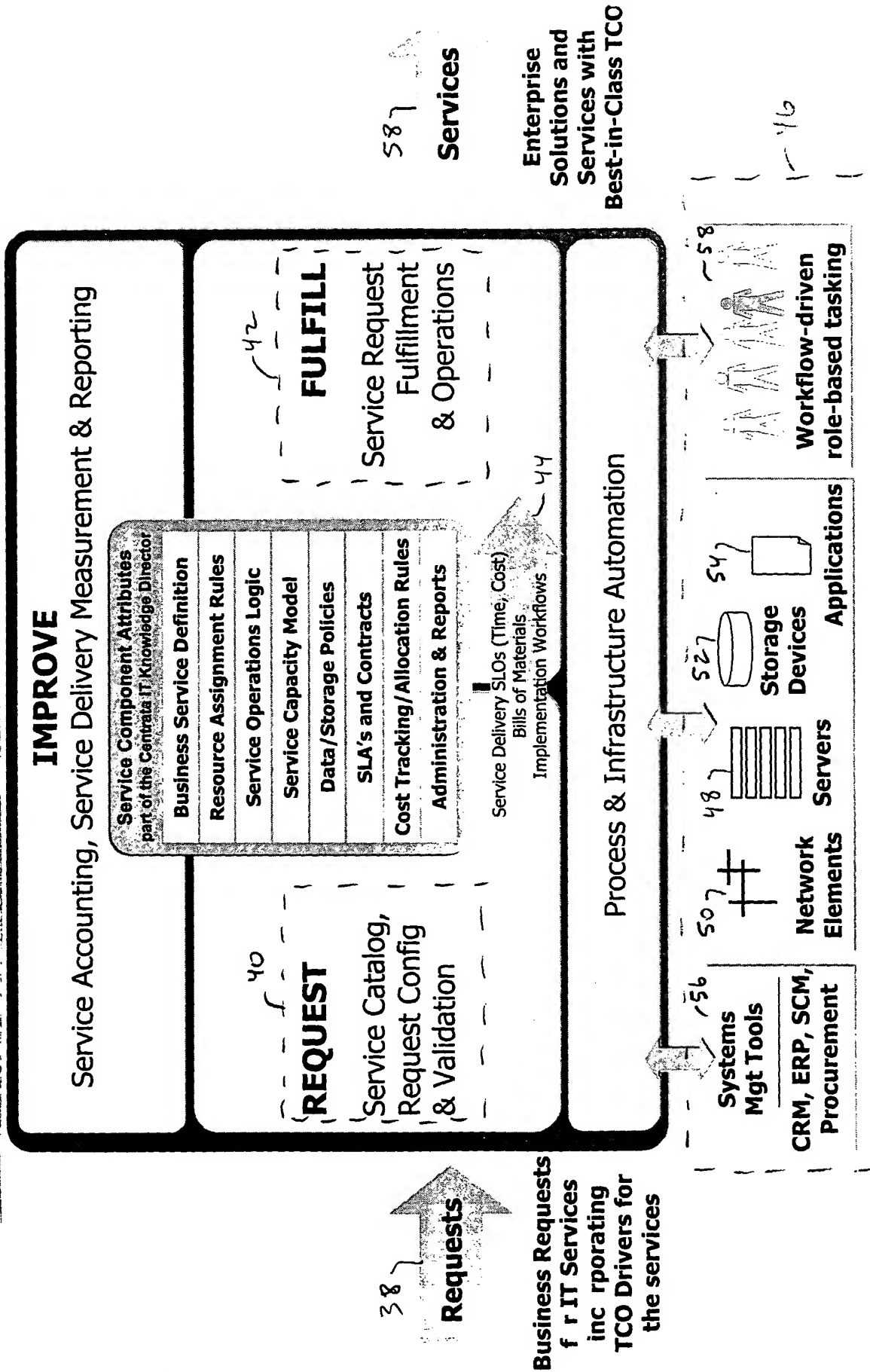
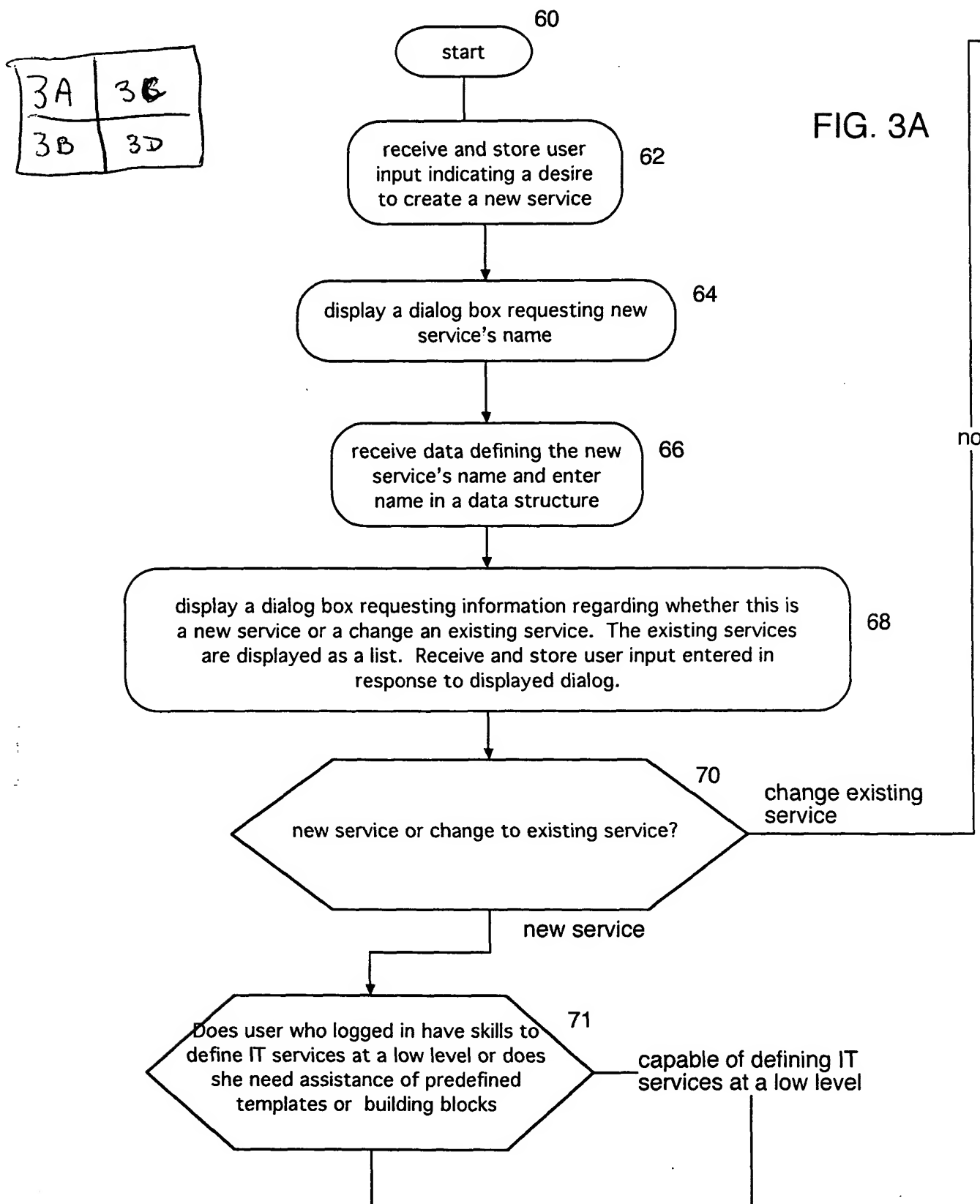


FIG. 2

PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL
TO BUILD A SERVICE CATALOG

FIG. 3A



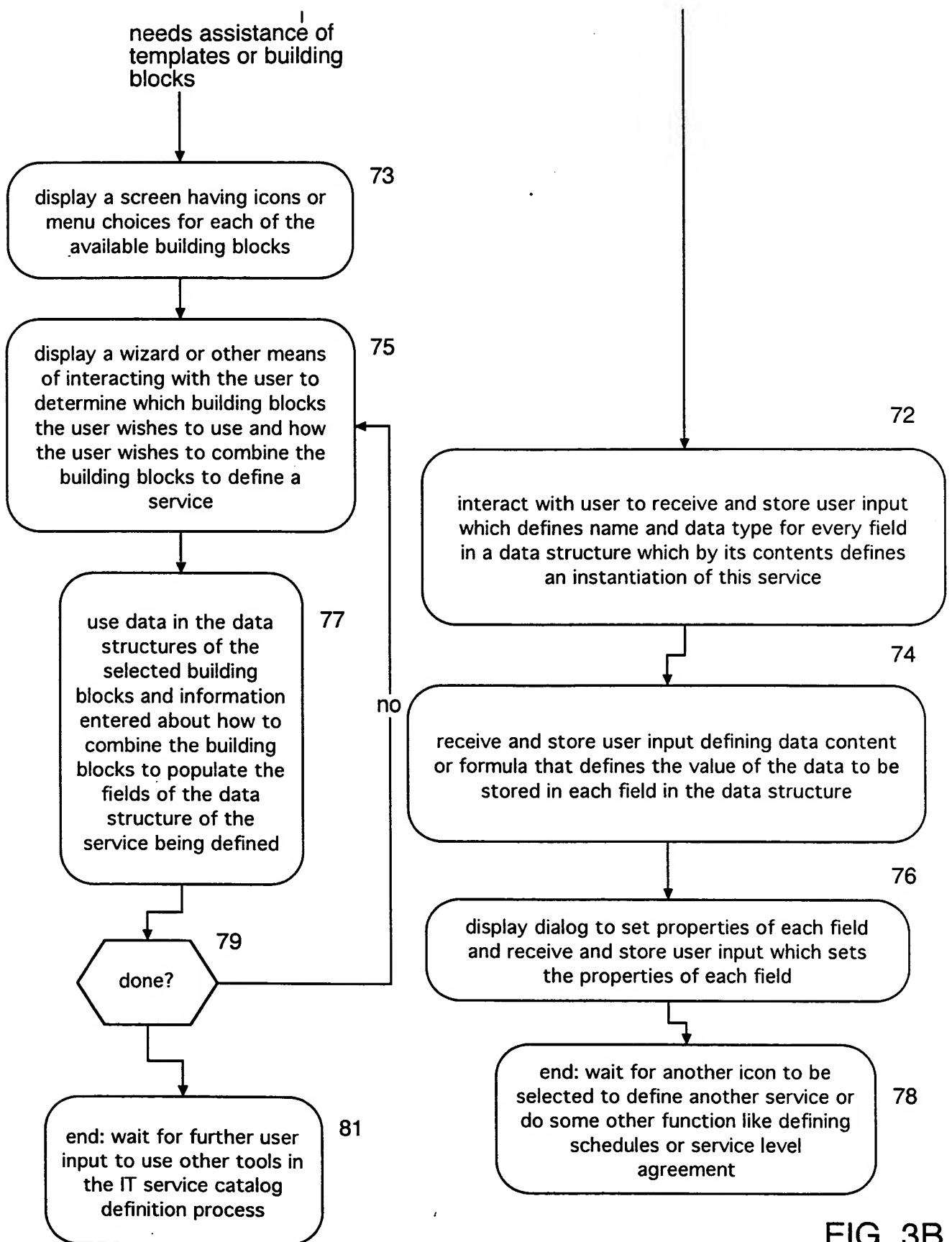
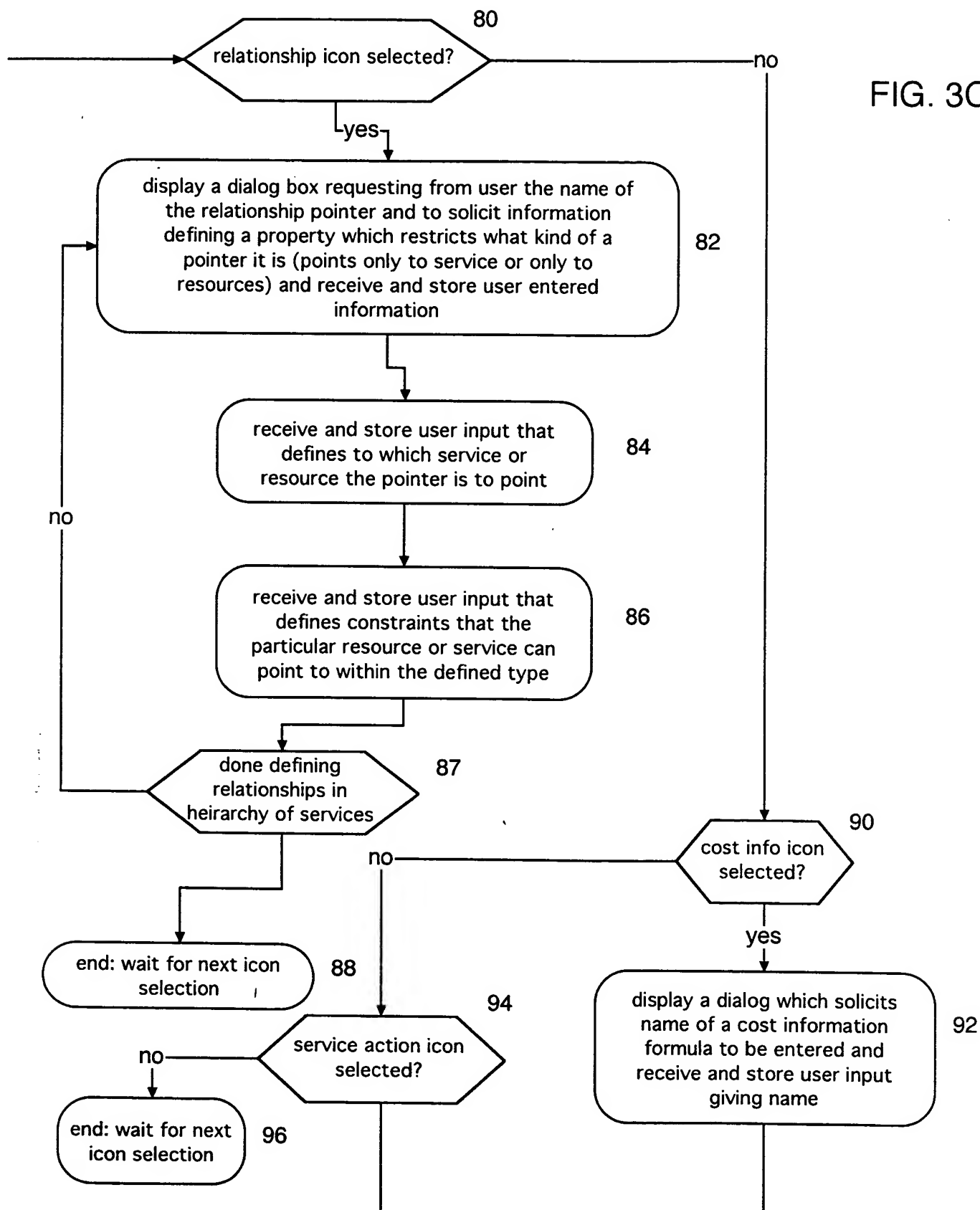


FIG. 3B

FIG. 3C



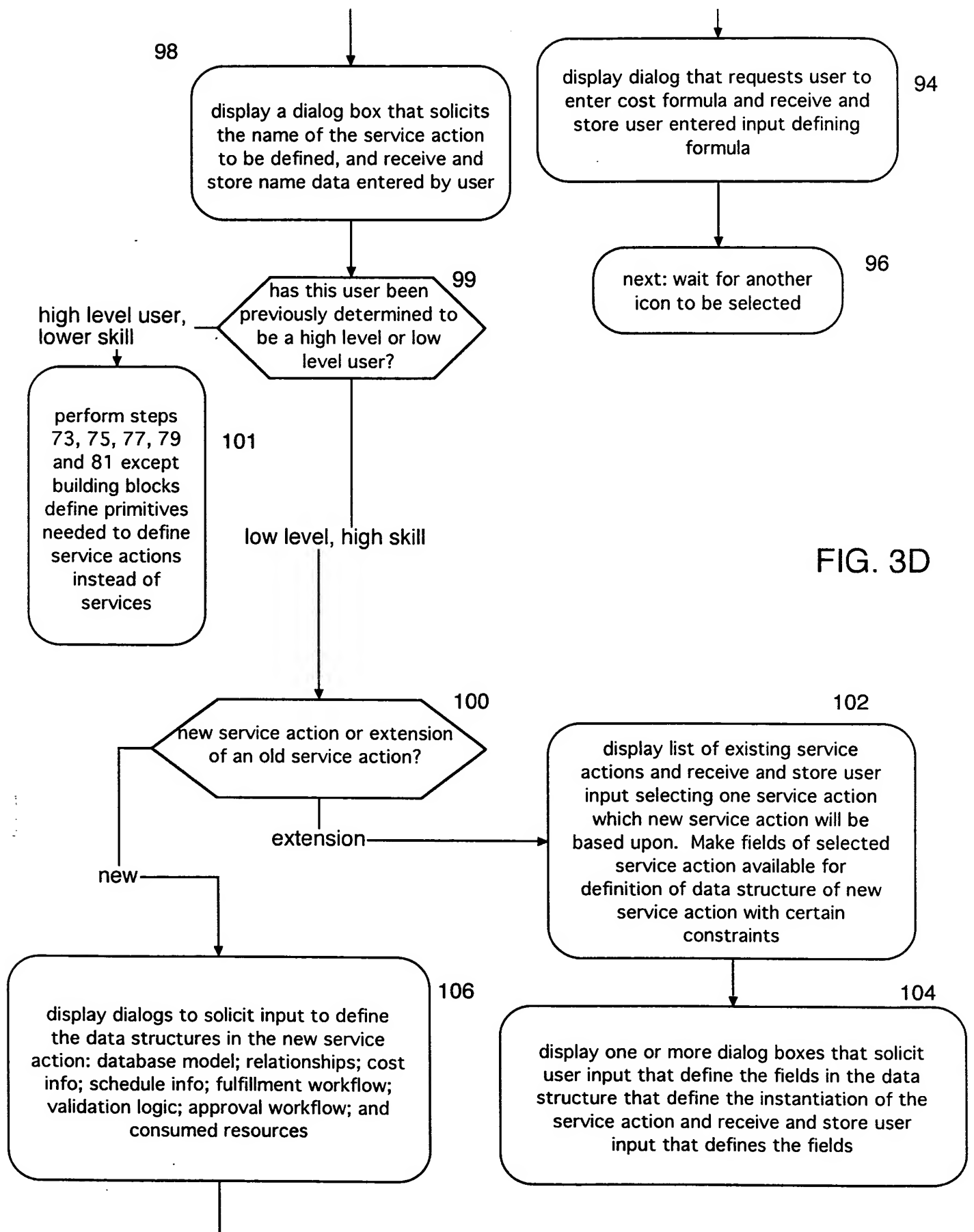


FIG. 3D

IT Service Requestor

End User
End User Organizations
Application Development & Support

Employee Services
Application Services
Application Environment Services

Application Dev. and IT Operations

Compute & Storage Services

IT Datacenter Operations

Application Dev. and IT Operations

Network & Security Services

IT Network Operations

IT Operations

Telecom Services

IT Telecom Operations

Business Units & IT Operations

Facilities Services

IT Operations

IT Service Fulfiller

Service Attributes in the Centrata IT Services Model

IT Attributes

Business Service Definition
Deployment Service Definition
Resource Assignment Rules
Data/Storage Policies
Service Capacity Model

Business Attributes

Service Governance Processes
Service Actions and Service Operations Logic
SLA's and Contracts
Service Pricing / Cost Tracking/Allocation Rules
Service Metrics & Reports

FIG. 4

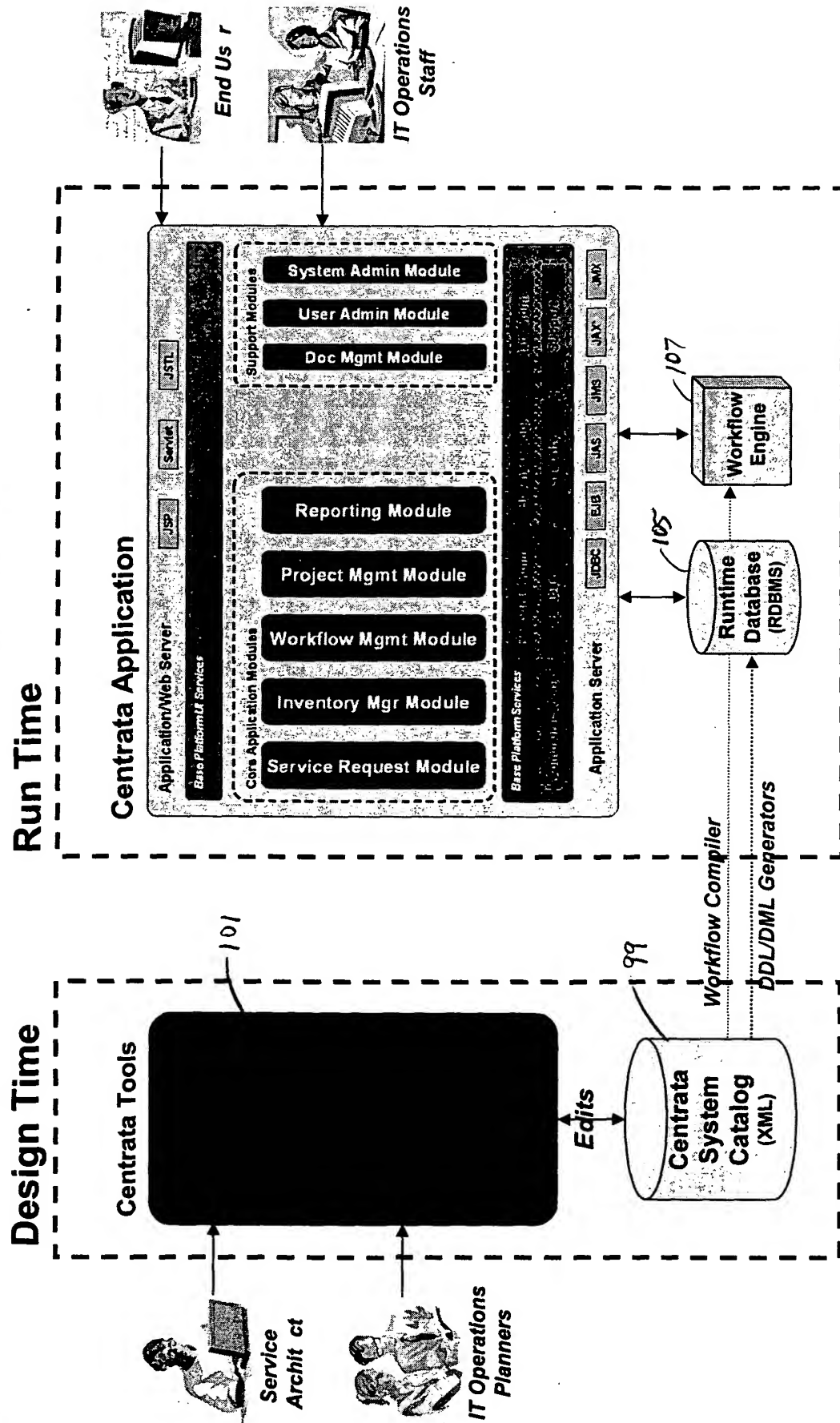
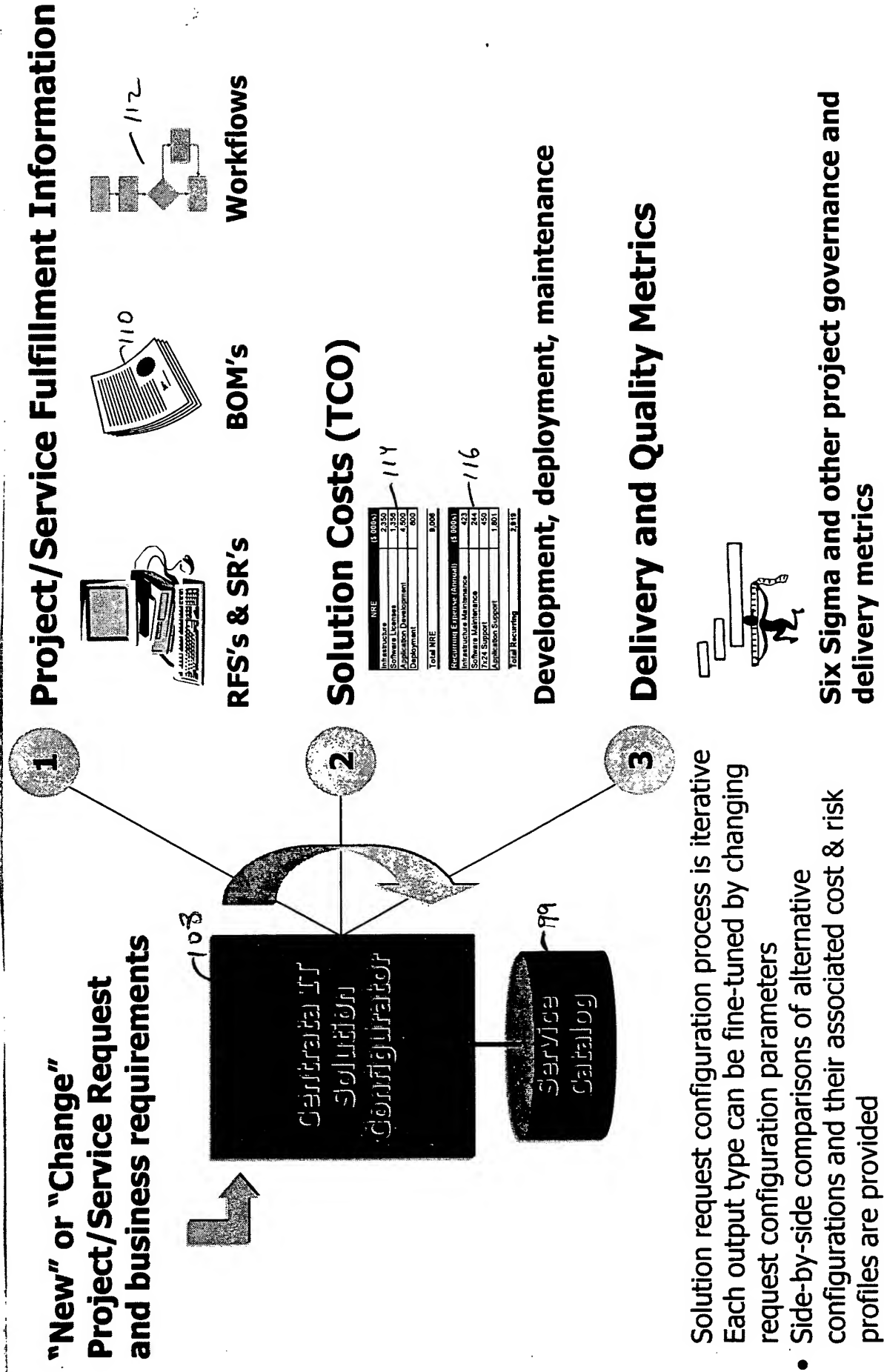


FIG. 5



- Solution request configuration process is iterative
- Each output type can be fine-tuned by changing request configuration parameters
- Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR
IT SERVICES AND CONVERT THEM TO SPECIFICATIONS
FOR A FULFILLMENT PROCESS

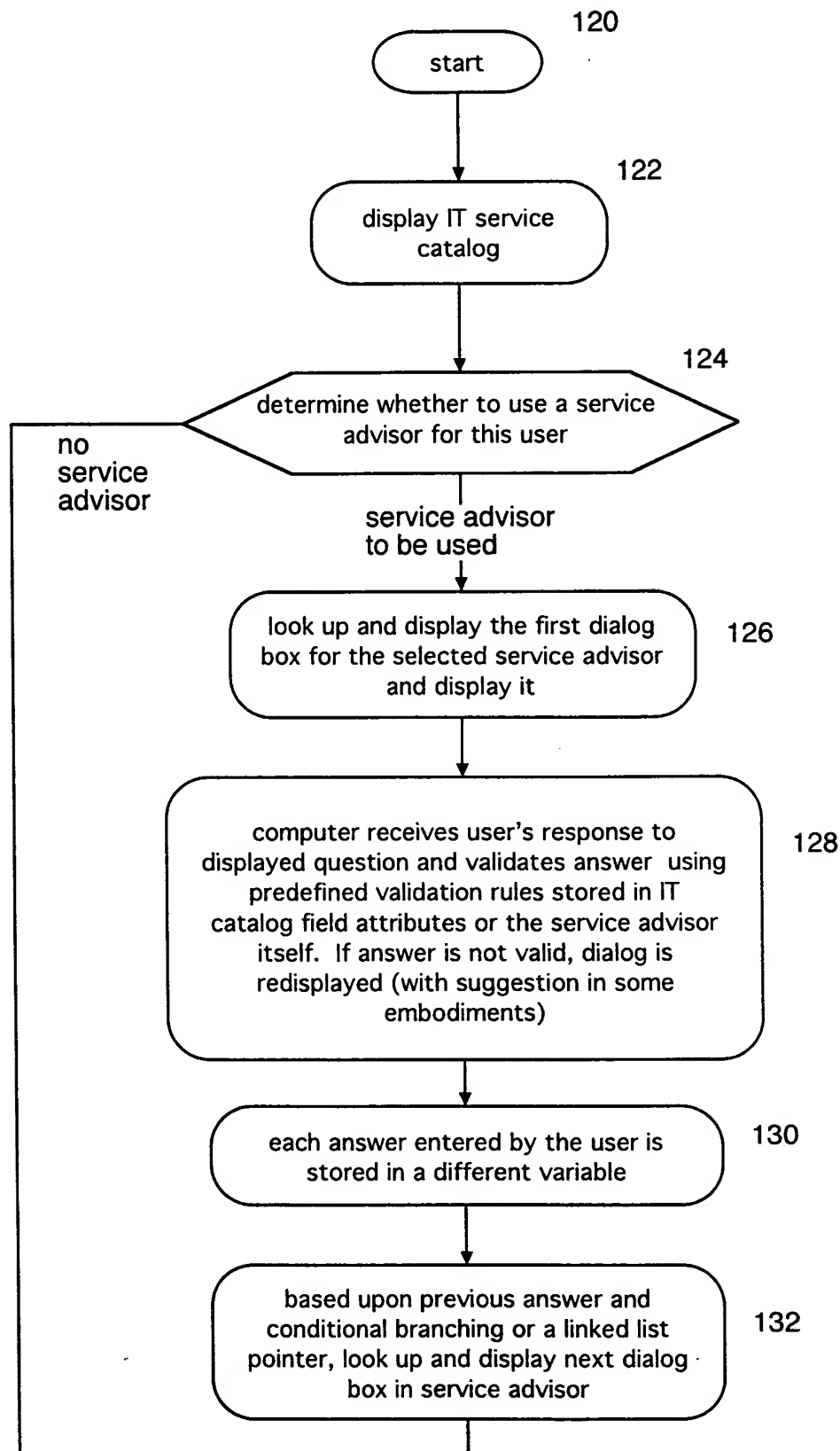
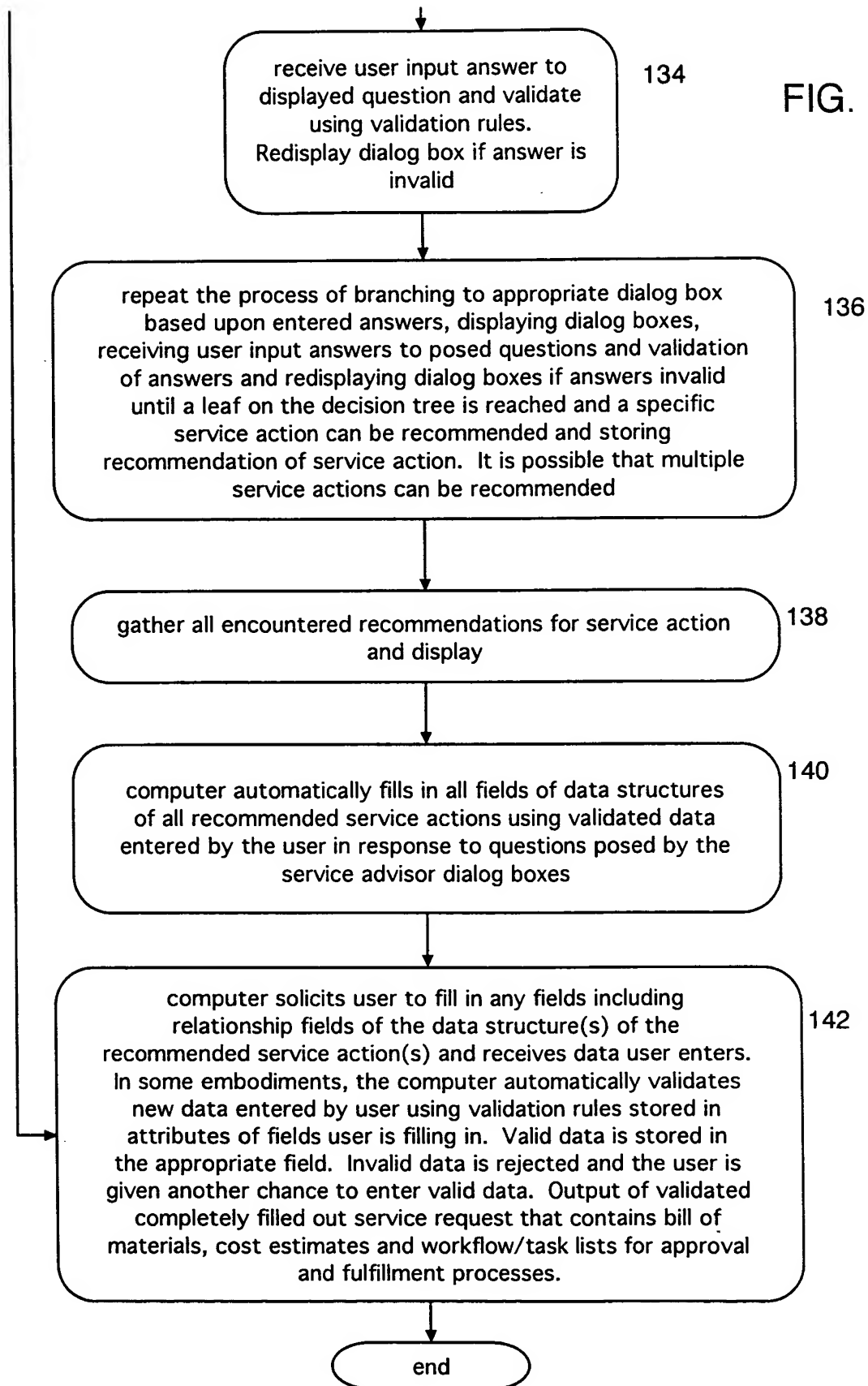


FIG. 7A

FIG. 7B



THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

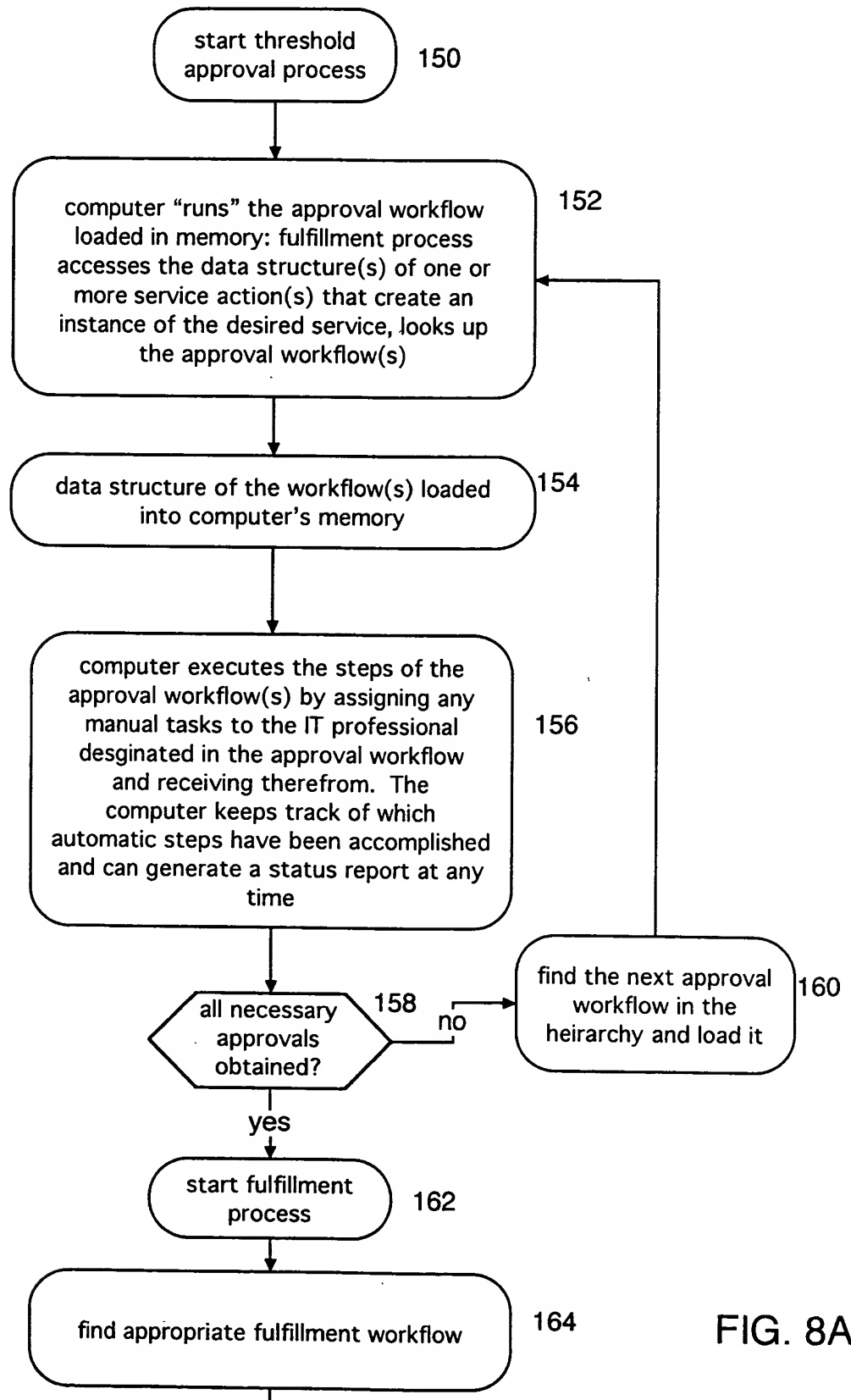


FIG. 8A

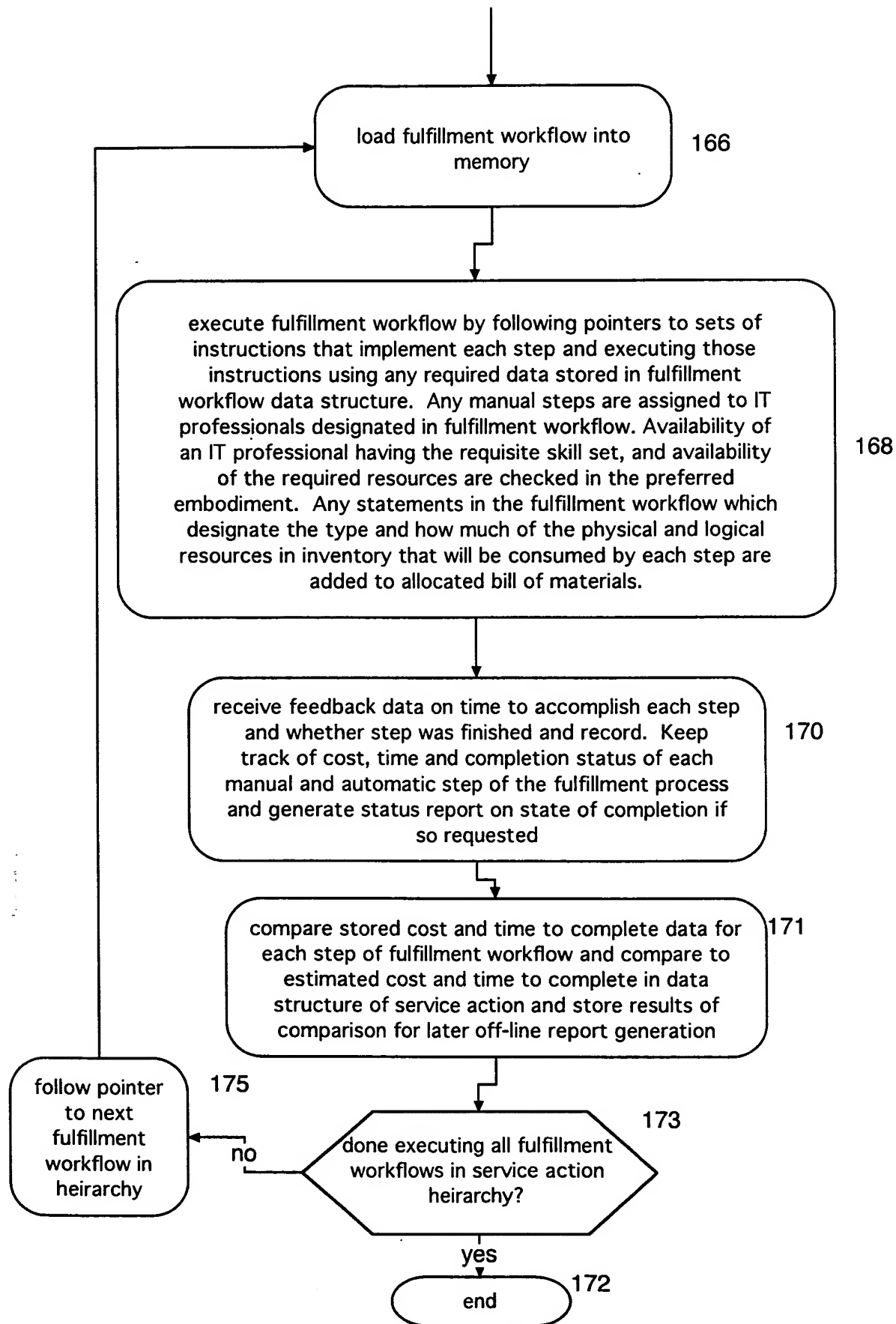


FIG. 8B